

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 04-0094

2004 FEB 10 P 2:48

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

ORIGINAL

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): SUSAN VINEYARD  
Against (Utility name): Ameren / CIPS  
As to (Reason for complaint) Violation of Ill Adm Code 280.50(C) AND 280.50(D) -  
being charged for utility charges of Catherine D. Vineyard at 301 E Oak (WF)  
Bangoroverland Trust - same address and Toscani land Trust at 703 E Oak  
in WEST FRANKFORT Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 301 EAST OAK ST.; WEST FRANKFORT, IL 62596  
The service address that I am complaining about is 301 EAST OAK ST; WEST FRANKFORT, IL 62596  
My home telephone is (618) 932-3222  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 932-3222  
(Full name of utility company) Ameren CIPS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

SEE ATTACHED letter to I.C.C., DATED  
JANUARY 28, 2004 - Adm Code 280.50(C) AND  
280.50(D)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached spreadsheet w/ 162 lines of  
disputed and non-disputed items.  
Also note ACC 83110-01814 in name of Catherine Vineyard;  
61710-40817 " " " Toscana hand Trust  
00710-43215 " " " Sengronce hand Trust  
All 3 accounts improperly transferred to account of  
Susan Vineyard - 83110-01823.

Please clearly state what you want the Commission to do in this case:

TO ENFORCE THE ILLINOIS ADMINISTRATIVE CODE FOR VIOLATION OF  
SECTION 280.50 (a) AND SECTION 280.50 (d)

Date: February 9, 2004  
(Month, day, year)

Complainant's Signature

Susan Vineyard

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

1) ORIG TO COMM; FAX TO COMM; FAX TO Ameren - all of 2/9/2004

VERIFICATION

A notary public must witness the completion of this part of the form.

I, SUSAN VINEYARD, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Susan Vineyard

Subscribed and sworn/affirmed to before me on (month, day, year) February 9, 2004

Margaret A Karnes  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.